
Human resource management — Recruitment metrics cluster

Management des ressources humaines — Indicateurs de recrutement



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ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 260, *Human resource management*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

ISO 30414 highlights guidelines on the following core human capital reporting (HCR) areas:

- compliance and ethics;
- costs;
- diversity;
- leadership;
- organizational culture;
- organizational health, safety and well-being;
- productivity;
- recruitment, mobility and turnover;
- skills and capabilities;
- succession planning;
- workforce availability.

ISO 30414:2018, 4.7.9, describes the importance of recruitment metrics associated with workforce in organizations.

The following metrics are recommended for internal reporting by large organizations (unless otherwise stated):

- number of qualified candidates per position;
- quality per hire.

This document describes the following components for each of the above metrics:

- description;
- purpose;
- formula;
- how to use;
- intended user(s);
- contextual factors;
- predictive factors.

Human resource management — Recruitment metrics cluster

1 Scope

This document describes the elements of recruitment in the recruitment, mobility and turnover cluster. This document provides the formulae for comparable measures for internal and external reporting.

This document also highlights issues that need to be considered when interpreting the recruitment data, especially when deciding on the appropriate intervention internally and when reporting these to external stakeholders, such as regulators and investors.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

No terms and definitions are listed in this document.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

4 Number of qualified candidates per position

4.1 General

ISO 30414 defines this metric as the number of applicants that meet the requirements of the job among all persons who applied for the job.

4.2 Purpose

This area describes the long-term ability to maintain or support an activity or process and adequate workforce over the longer term. This area concentrates on the whole process of maintaining a sustainable workforce, from recruitment.

4.3 Formula

For the purposes of this metric it is assumed that the number of qualified candidates refers to the number of qualified candidates applying to the number of vacant, advertised positions through the measurement period. The calculation of the number of qualified candidates per position should be consistent over time and may align with the financial year, the annual budgeting cycle or both. The point in time for calculation is at the end of each measurement period, such as the end of month one, the end of quarter two or the end-of-year totals.

Once established, the reporting should include the comparison of previous periods with the current period and past years with the current year. Three-to-five years is a typical comparison period. This measurement period will allow for trends to be established and further allow an organization to better manage expectations and outcomes by establishing targets for future comparison.